

Job Description



DISPATCHER

Department:	Marshal's Office	Revised Date:	August 2008
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GENERAL PURPOSE: Under general supervision, responds to emergency and non-emergency calls for service, identifies and dispatches appropriate law enforcement and emergency service units, and gathers and relays critical information; follows Camp Verde Marshal's Office (CVMO) policies and procedures to assure the safety of officers and the public.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides Public Safety Dispatch services for CVMO; keeps track of a wide variety of law enforcement and emergency services resources, personnel, incidents and trends; answers incoming emergency and non-emergency calls; interviews callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; dispatches emergency responders; relays pertinent information to law enforcement officers in a concise, organized and understandable manner; maintains records and logs.
- Provides detailed call information to officers as needed; maintains status and awareness of CVMO patrol unit locations and unit's status; monitors message traffic and relays information to officers; follows all CVMO policies and procedures to assure that officer and public safety is the top priority; contacts other law enforcement and emergency services agencies for additional information and resources as needed, and relays information regarding incidents.
- Performs inquiries and criminal history checks for law enforcement personnel through Arizona Criminal Justice Information System (ACJIS); enters emergency assistance calls into the dispatch incident logs; inputs information into the ACJIS computer system; enters data for warrants, records and reports; queries system databases as requested.
- Provides information, instructions and assistance to the public within scope of authority; assists and coordinates with other emergency services personnel and outside organizations.
- Maintains the absolute confidentiality of all records and information.
- Performs other related duties as assigned or required.

MANAGERIAL RESPONSIBILITIES:

None.

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MINIMUM QUALIFICATIONS:

Education and Experience:

High school diploma or GED equivalent; AND one year of clerical, computer, and customer service experience; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess State of Arizona Driver's license, and a clear criminal record.
- Must obtain Terminal Operator Certification for access to Arizona Criminal Justice Information System

Required Knowledge of:

- Town policies and procedures.
- Policies, procedures, functions, operations, and services of the Camp Verde Marshal's Office.
- Equipment utilized in emergency communications including radio, computer and dispatch equipment.
- State and Federal laws and regulations governing public safety dispatch and legal records.
- Law enforcement patrol procedures and terminology.
- Principles of record keeping, case files and records management.
- Local geography, traffic patterns, and the location of all streets, landmarks and buildings.
- Federal and state laws, statutes, and Town ordinances governing law enforcement activities.

Required Skill in:

- Obtaining information from hostile or emotional citizens.
- Communicating clearly and concisely and relaying details accurately.
- Handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Remembering names, numbers and locations, and reading maps quickly and accurately.
- Entering information into a computer system with speed and accuracy, and maintaining electronic records, files and databases.
- Interacting with people of different social, economic, and ethnic backgrounds.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating clearly and concisely, both verbally and in writing.

Physical Demands / Work Environment:

- Work is performed in a fast paced, high volume call center environment.